



OFFICE OF NEIGHBORHOOD SERVICES

Come Together ...Work Together ...Succeed Together

Neighborhood Services is the Mayor's response to the overwhelming feedback received from District residents during the first Neighborhood Summit in November 1999. One of the highest priorities for the Williams' administration was improved delivery of city services.

MISSION

To ensure that all people who live, work, and play in the District of Columbia are educated and empowered to improve their communities, have a voice, and receive high quality services in every neighborhood through multi-agency collaboration.

WHAT IS NEIGHBORHOOD SERVICES?

- Coordinates efforts of multiple agencies.
- Works in partnership with residents, community and non-profit organizations, and businesses
- Addresses targeted areas: Persistent Problem Areas (PPAs) and Metropolitan Police Department (MPD) Hot Spots through joint development and implementation of work plans.
- Seeks to deliver and sustain visible results.



Persistent Problem Areas (PPAs) - deemed as areas having recurring problems that require the cooperation and coordination of many government agencies that ensure that they become clean, safe and healthy neighborhoods.

Hot Spots - are communities identified in coordination with MPD as having high rates of violent crimes (e.g., assault with a deadly weapon, murder, etc.) in the District. Based on this analysis, geographically compact communities were selected to become Crime Reduction Hot Spots. These communities are located in six of the District's eight wards.



WHAT IS THE ROLE OF THE NEIGHBORHOOD SERVICE COORDINATOR?

A Neighborhood Service Coordinator (NSC) in each of the City's eight wards leads a multi-agency "Core Team" that identifies and then works to resolve the underlying causes of the multiple problems in a targeted area. The problems can range from high-crime areas and safety hazards to abandoned buildings and health and safety code violations. The core team members represent over 24 District and Federal government agencies. The Ward NSC coordinates the service delivery efforts of these agencies via weekly meetings of the Core Team. The NSC also provides technical assistance to residents who are concerned about particular problems in their neighborhood.

SCHEDULED SERVICES

To request a scheduled service you can use one of the following methods:

- Call the Mayor's Citywide Call Center at 202-727-1000 between 7:00 a.m. and 7:00 p.m.
- Visit the District Government homepage at www.dc.gov to access the Online Service Request Center. This is another way to request the same services that you normally request through 727-1000. You can create an account which allows you to log on at any time, monitor the progress of your requests, and get a historical filing system of your requests.

The Call Center is staffed with Customer Service Representatives who provide services in English, Spanish, Japanese, Russian, Polish, Korean, Chinese, and additional languages through interpretive services. The Department of Public Works (DPW), the District Department of Transportation (DDOT), and the Department of Health (DOH) provide the following services on a scheduled basis.

After submitting a request you will receive a tracking number and an expected completion date. The number is used to track the progress of your request.

Abandoned Auto	Illegal Dumping	Sidewalk Repair	Traffic Signals
Autumn Leaf Collection	Litter Cans (Service)	Street/Alley Cleaning	Trash Collection
Bulk Trash Collection	Parking Enforcement	Street/Alley Light Repair	Tree Related
Dead Animal Removal	Rat Abatement	Street/Alley Repair	Yard Waste
Graffiti Removal	Recycling Services	Street Sign Repair	
Grass & Weed Mowing	Sanitation Enforcement	Supercan Repairs	

Unresolved Issues

If you submitted a request for a scheduled service and the issue is not resolved in the time period you were given, please contact your Neighborhood Service Coordinator (NSC) who can refer you to the Agency Point of Contact. Please have your tracking number to assist in identifying and resolving the request.

OFFICE OF NEIGHBORHOOD SERVICES CONTACTS

Name	Assistant	Phone	Address
Interim Director, Tara Jones	J. Quentin Peterson	727-5146	1350 Pennsylvania Avenue, NW, Suite 326
Special Assistant, Coyan Lewis	J. Quentin Peterson	727-3846	1350 Pennsylvania Avenue, NW, Suite 326
Coordinator	Assistant	Phone	Address
Ward 1: Vacant	Cecilia Arce	671-2338	2000 14th St, NW, Room 325
Ward 2: Carlson Klapthor	Derrick Jenkins	671-4095	2000 14th St, NW, 1st Floor
Ward 3: Tia Gilbert	Derrick Jenkins	727-2291	2000 14th St, NW, 1st Floor
Ward 4: Ayana Rockett	Lisa Aiken	576-8103	6001 Georgia Avenue, NW
Ward 5: Francine Edmonds	Yahaira Liriano	671-0727	64 New York Avenue, NE, 4th Floor
Ward 6: Peter Jones	Bernice Bush	698-5622	609 H Street NE, Suites 116 & 117
Ward 7: Johnny Gaither	Curtis Ross	645-6196	3220 Pennsylvania Avenue, SE
Ward 8: Dionne Reeder	Amira Muhammad	645-0308	3720 Martin Luther King Avenue